

## California Business Connect Communication Plan

December 2011

California  
Secretary of State

*freely* *Liberty*  
*defending* *common good*  
*Speak*  
*assemble*  
*All People*  
*representatives*

### **Background**

The California Business Connect Project Communication Plan serves as an adjunct plan to the overall Project Management Plan and other related project plans. The purpose of this Communication Plan is to identify planned and typical methods of exchanging information with those working on the project and exchanging information with internal and external interested parties.

### **Communication Medium**

The communication medium is the format for delivering messages to the targeted audience. The California Business Connect Project Team will use a combination of communication methods, matching the communication content and message format with the most effective and appropriate method for the target audience. Not all communication mediums are appropriate for all audiences and, depending on the length or format of the message, some methods are not effective or viable.

As much as practical, the project will use electronic communication (e-mail and the project share drive) to quickly and efficiently distribute information and materials.

### **Public Records Act Requests**

Occasionally, California Business Connect Team members may receive requests from the public for information. If any team member receives any of these requests, the recipient will notify the California Business Connect Project Director immediately. The Project Director will direct all Public Records Act (PRA) requests immediately to the SOS Office of Constituent Affairs for tracking purposes. The PRA request will be assigned to appropriate project staff who will have the responsibility of collecting documents and drafting a response to the requestor. The response and documents, if any will follow BPD's PRA request review channels. The project may refuse to disclose any records that are exempt from disclosure under the PRA and relevant statute.

### **Meetings**

Meetings are an important vehicle through which the California Business Connect Project Team will communicate with Secretary of State (SOS) staff, vendors, government agencies and the business community. Meetings may be face-to-face, conference call, or a combination of these two. Meetings will be used to ensure understanding, address concerns, and foster commitment and consensus. The following is a list of currently planned and scheduled meetings.

### Steering Committee

*Purpose:* Acts as the decision-making authority on strategic issues for the California Business Connect Project.

*Frequency:* Once a month.

### Issue Resolutions Group

*The Issue Resolution Group will:*

- Work Project Risks, Issues and Action Items as assigned
- Ensure Subject Matter Experts (SMEs) are assigned in a timely manner
- Obtain backfill staffing
- Provide inputs to and coordinate on the Request for Proposal

*Frequency:* Once a week.



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### Project Management Meeting

*Purpose:* Project Manager updates the Project Director on the progress of tasks and the project (Scope, Budget and Time) and discusses any new items.

*Frequency:* Weekly.

### Procurement Support Meetings

*Purpose:* Provides a forum between the Secretary of State (SOS) and the procurement support contractor to discuss issues and status of creating the Request for Proposal (RFP) including SOS business and technical requirements.

*Frequency:* Every two weeks.

### Independent Project Oversight Consultant (IPOC)

The IPOC vendor will:

- Meet once per month with the Project Manager, Project Director, SOS PMO and the Project Sponsor. Meet with project staff as needed and so as not to impede project work. Prepare an oversight summary for internal SOS use. Brief the oversight summary to the project Steering Committee as requested by the Project Sponsor.
- Conduct a monthly project assessment, using the Information Technology Project Oversight Framework SIMM Section 45, Appendix F, "Project Oversight Review Checklist for a High Criticality Project". The document will be forwarded directly to the Secretary of State CIO, with concurrent copies to the Project Sponsor, Project Director, Project Manager and the SOS PMO. The Secretary of State CIO will forward the checklist to the California Technology Agency.
- Prepare the monthly CTA Independent Project Oversight Report (IPOR) using the Information Technology Project Oversight Framework SIMM Section 45, Appendix G "Independent Project Oversight Report". The document will be forwarded directly to the Secretary of State CIO, with concurrent copies to DGS Procurement Division project lead, the Project Sponsor, the Project Director, and the SOS PMO. The Secretary of State CIO will forward the report to the California Technology Agency.

### Independent Verification and Validation (IV&V)

The IV&V vendor will:

- Unless directed otherwise by the Project Director, attend in person and participate in weekly project team status meetings, to include but not limited to providing input to the project's risk and issue management.
- Unless directed otherwise by the Project Director, attend weekly meetings with SOS Project Manager and Project Director in which IV&V provides oral status report of activities in past week, activities in coming week, activities scheduled but not completed, and recommendations as appropriate.
- Unless directed otherwise by the Project Director, attend in person and provide oral status reports monthly to the Project Director and separately to the Steering Committee.
- Prepare and deliver a written monthly status report summarizing activities completed, those planned but not undertaken and/or completed, findings and recommendations, and outlining activities for upcoming month to SOS Project Manager and Project Director. Attend and report status at monthly status meetings with the SOS Project Director and Project Manager, and also the Steering Committee.

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### Entire California Business Connect Team

*Purpose:* To relay information to every person working on the California Business Connect project.

*Frequency:* As needed.

### System Integration Vendor

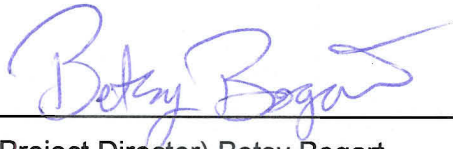
*Purpose:* Provides a forum between the System Integration vendor and the SOS to discuss concerns or questions regarding the system development and/or integration.

*Frequency:* To be determined once a vendor has been selected.

### **Documentation**

Key documents will be stored in a repository folder located at: \\Sosfps4\sos\_share\Project Management Office\California Business Connect.

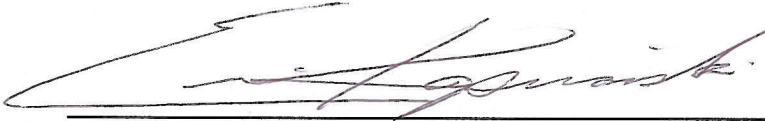
**Approval Signatures:**



(Project Director) Betsy Bogart

12/6/2011

Date



(PMO Project Manager) Eric Kapucinski

12/5/2011

Date